

From DSHS' ProviderOne Provider Readiness Team

CONTINUE TO PREPARE FOR PROVIDERONE – WEBINARS TO ASSIST YOU

We encourage you to attend any of the Webinars you believe could benefit you and your organization as you prepare for ProviderOne go-live. During the webinars, you have an opportunity to ask questions and we have subject matter experts on hand to answer you. The schedule and links to register can be found at:

<http://hrsa.dshs.wa.gov/ProviderOne/ScheduledWebinars.htm>

Topics include:

- General Readiness Tasks and the Cutover Schedule
- Tips and Trouble Shooting for Completing ProviderOne Security
- Tips and Trouble Shooting for Completing ProviderOne Registration
- Using Taxonomy and Other New Identifiers to Get Paid
- HIPAA Batch EDI Tips and Trouble Shooting for Successful Testing

HAVE YOU SEEN THE “SHORT-CUT GUIDE TO GETTING READY FOR PROVIDERONE”?

This printable sheet provides an overview of the necessary steps to prepare and includes web links to help you get started. Access it at <http://hrsa.dshs.wa.gov/providerone/documentation/6-step%20guide%20to%20post.pdf>

DO YOU HAVE OUR CORRECT URL SAVED IN YOUR FAVORITES?

Some time ago our website changed from <http://maa.dshs...> to <http://hrsa.dshs.wa.gov/providerone/providers.htm> While you should automatically be redirected to the correct **hrsa** URL, we occasionally get a report that the redirect is not working. If you have our website bookmarked in your favorites, please make sure it points to <http://hrsa.dshs.wa.gov/providerone/providers.htm>

PROVIDERONE RESPONSE TEAM

It's important to us that you have access to staff who can answer your questions about ProviderOne. For the quickest response, we suggest you use email when possible and include key information in the subject line.

- **Security** questions and login issues provideronesecurity@dshs.wa.gov [1-800-562-3022 select option 2,4,1]
- **Registration** process, change an NPI or Tax ID number providerenrollment@dshs.wa.gov [1-800-562-3022 select option 2,4,2]
- **HIPAA EDI Gateway**, setting up SFTP, or missing/bad 997 file [1-800-562-3022 select option 2,4,3]
- **HIPAA testing** issues hipaa-help@dshs.wa.gov [1-800-562-3022 select option 2,4,4]
- ProviderOne **general questions** providerone@dshs.wa.gov [1-800-562-3022 select option 2,4,wait]

WHAT IS PROVIDERONE?

The Washington State Department of Social and Health Services (DSHS) is replacing its current Medicaid Management Information System with a new payment processing system we have named ProviderOne. ProviderOne will be the primary provider payment processing system for DSHS. When fully operational, it will pay about 100,000 providers who serve 1 million people who qualify for DSHS services each year. Visit our website <http://hrsa.dshs.wa.gov/ProviderOne> to learn more.